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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/014,146	11/28/2001	Charles G. Kappell III	2001P18437US	6639
7590	03/30/2004		EXAMINER	
Siemens Corporation			WOO, ISAAC M	
Attn: Elsa Keller, Legal Administrator				
Intellectual Property Department			ART UNIT	PAPER NUMBER
186 Wood Avenue South			2172	
Iselin, NJ 08830			DATE MAILED: 03/30/2004	

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>
	10/014,146	KAPPELL ET AL.
	<b>Examiner</b> Isaac M Woo	<b>Art Unit</b> 2172

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

**A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.**

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) Responsive to communication(s) filed on \_\_\_\_\_.
- 2a) This action is **FINAL**.                    2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) Claim(s) 1-17 is/are pending in the application.
  - 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 1-17 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
    - a) All    b) Some \* c) None of:
      1. Certified copies of the priority documents have been received.
      2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
      3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1)<input checked="" type="checkbox"/> Notice of References Cited (PTO-892)</li> <li>2)<input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)</li> <li>3)<input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br/>         Paper No(s)/Mail Date <u>2</u>.</li> </ol> | <ol style="list-style-type: none"> <li>4)<input type="checkbox"/> Interview Summary (PTO-413)<br/>         Paper No(s)/Mail Date. _____.</li> <li>5)<input type="checkbox"/> Notice of Informal Patent Application (PTO-152)</li> <li>6)<input type="checkbox"/> Other: _____.</li> </ol> |
|---|---|

## DETAILED ACTION

### ***Claim Rejections - 35 USC § 103***

1. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 1-17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Green (U.S. Patent No. 6,701,322).

With respect to claims 1, 4, 7, 11, 15, Green discloses, one or more telecommunications networks, see (fig.1, col. 4, lines 3-20); switch configured to switch calls between devices on the one or more telecommunications networks, see (fig.1, col. 4, lines 3-50); and call center adapted to monitor calls through the switch, the call center database (50, fig. 1, fig.2) for storing call information, see (col. 4, lines 3-50); query engine operably coupled to the database, see (col. 1, lines 43-56, col. 5, lines 10-24); graphical user interface coupled to provide to input query parameters in a text form, see (fig. 2, col. 5, lines 53-67 to col. 6, lines 1-67 to col. 7, lines 1-58). Green discloses the query database with text parameter (col. 1, lines 43-56, col. 5, lines 10-24, col. 5, lines 53-67 to col. 6, lines 1-67 to col. 7, lines 1-58). Green does not explicitly disclose the

query engine is adapted to translate the query parameters into a database readable form. However, disclosed system is querying call center database by inputting text querying (col. 1, lines 43-56, col. 5, lines 10-24, col. 5, lines 53-67 to col. 6, lines 1-67 to col. 7, lines 1-58) and disclosed system uses database management engine, "The telephone call center management means is designed as an open database that provides links to various type of database engines such as those marketed by Access, SQL and Oracle", see (col. 5, lines 35-53). For instance, SQL (Structured Query Language) is the industry-standard language for creating, updating and, querying relational database management systems. Thus, SQL translates text input form to database readable form. Therefore, it would have been obvious to a person having ordinary skill in the art at the time of the invention was made to include query engine is adapted to translate the query parameters into a database readable form in the system of the Green. Because SQL is a standard language for data retrieval and in order to retrieve data form database, SQL translates input to retrieval form in the database management system.

With respect to claims 2, 5, 8, 12 and 16, Green discloses, database readable form comprising a Structured Query Language (SQL) form, see (col. 5, lines 35-53).

With respect to claims 3, 9, 13 and 17, Green discloses, results of a query are provided to the graphical user interface in a text-readable form, see (360, fig. 3, col. 8, lines 27-67 to col. 9, lines 1-15).

With respect to claim 6, Green discloses, selecting one or more fields to view from a first graphical user interface 3 window; and selecting predetermined criteria to apply to said fields using a second graphical user interface window, see (fig. 2, fig. 3, col. 8, lines 27-67 to col. 9, lines 1-15).

With respect to claims 10 and 14, Green discloses, first screen for selecting fields for searching, second screen for entering search criteria for the fields; and third screen for displaying results of the searching, see (fig. 2, fig. 3, col. 8, lines 27-67 to col. 9, lines 1-15, col. 5, lines 53-67 to col. 6, lines 1-67 to col. 7, lines 1-58).

### ***Conclusion***

3. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Shah et al (U.S. Patent No. 6,041,325) discloses the system for service creation environment has a schema query, service screen builder, and logic analyzer that cooperate to create a service screen definition. The service screen definition supports GUI that interface with a telephony database. The service screen definition is deployed to a service management system within a service definition package, the service management system interfacing with a telephony database storing telephony data for supporting a service. The service screen definition enables a screen interpreter that can reside on a service management access point to communicate and transact data with the telephony database. The screen interpreter interprets the service screen definition to allow and control access to telephony data and to direct provisioning of services to network elements, such as a service control point, that perform service functions according to customized subscription data in the telephony database.

*Contact Information*

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Isaac M Woo whose telephone number is (703) 305-0081. The examiner can normally be reached on 8:00-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John E Breene can be reached on (703) 305-9790. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

IMW  
March 11, 2004

  
SHAHID ALAM  
PRIMARY EXAMINER